eCitation Case Entry

South Carolina Judicial Department

Court Case Management

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Lesson 1: CMS eCitation Case Entry Screen

This lesson discusses the new **CMS eCitation Case Entry** screen and explains the similarities and differences between law enforcement's **Uniform Traffic Ticket** (UTT) and the new **CMS eCitation Entry** screen.

Lesson Objectives

❖ Compare **Uniform Traffic Ticket** to **eCitation Case Entry** screen.
❖ Review **Icon Buttons** on **eCitation Case Entry** screen.

Step 1. Compare UTT to CMS eCitation Case Entry Screen

The new **CMS eCitation Case Entry** screen mimics the look and feel of the new **South Carolina Uniform Traffic Ticket** (UTT). (See figures below.)

Figure 1.1 – **South Carolina Uniform Traffic Ticket** (left) and **CMS eCitation Case Entry** screen (right).

The new **UTT** can be a *printed* citation or an *electronic* citation generated from the handheld *ReportBeam* device. The following is a side by side comparison of the **Uniform Traffic Ticket** and the **CMS eCitation Entry** screen:

Figure 1.2– Items inside the yellow highlight on the **UTT** are not included on the **CMS eCitation Case Entry** screen.

Note: The offset alignment between the two ticket formats above shows the one-to-one correlation of the fields.

1. Items inside the yellow highlight in the figure above are related to the actual trial and final disposition of the case and are not included on the **CMS eCitation Case Entry** screen to the right.

2. The **Ticket# (2a)** which appears on the bottom of the **UTT** is located in the upper left-hand corner of the **CMS eCitation Case Entry** screen and is called the **Citation Nbr (2b)**. It is the first field you can edit, and it drives the entire eCitation case entry process. The **Incident Number (2c)** which appears on the

right side of the **UTT** is located in the bottom left-hand corner (**2d**) of the **CMS eCitation Case Entry** screen

> **Note:** The **Ticket#** and the **Citation Nbr** <u>are</u> the same thing.

3. For the most part, the rest of **the CMS eCitation Case Entry** screen follows the layout of the **UTT** except for a few fields that were added because they may be required by **CMS** to create a new case but are not part of the data sent over from **DMV** (see Figure 1.2)**:**
    a. Case Type - automatically set in Magistrate Courts, not in Circuit Courts
    b. Subtype
    c. Status
    d. Judge
    e. Charge Amount

Figure 1.3 – **CMS eCitation Case Entry** Screen

4. Similar to other **CMS** case entry screens, users can double-click fields with pale yellow backgrounds and select a value from a pop-up window or make a selection from a drop-down list.

5. Items highlighted in blue in **Figure 1.3** provide consistency with other **CMS** case entry screens:
    a. Last Case (actually the **last Citation Nbr**) (**5a**)
    b. Case Creation Status Bar (**5b**) - also called the "Process Status Bar"

6. Fields shaded in gray in **Figure 1.3** are for display only and cannot be accessed or changed. Some of these fields are assigned automatically by the **CMS eCitation** logic while others are **DMV** fields only and their data is not found in the **CMS** database. (**Note**: depending on your Windows theme setting, the gray background may appear as a light blue-gray color).
    a. The "DMV only" fields are displayed to maintain a consistent appearance between the **UTT** and the **CMS eCitation Case Entry** screen.

7. While the last two rows of fields on the **CMS eCitation Case Entry** screen (starting with the **Bail Deposited** field and except for the **Charge Amount** field) deal with bond data, bonds <u>are</u> <u>not</u> created automatically as part of the **CMS eCitation** case entry.
    a. The data required for a bond must be entered manually in the **Person Bonds** entry screens in **CMS.**

8. The **Charge Amount** field is calculated by **CMS** based on the **Charge Code/Statute** and **Court Agency** configurations, as is the current standard in the **CMS Summary Criminal Traffic Entry** logic. However, the **Charge Amount** can be updated, if needed. If the user changes the **Violation Section No.** to a lesser charge, the **Charge Amount** field will be updated automatically.

9. Field names in **bold** on the **CMS eCitation Case Entry** screen are **required** fields:
    a. Citation Nbr
    b. Type
    c. Last Name
    d. Judge
    e. Date of Trial
    f. Time of Trial
    g. Violation Section No.
    h. Date of Violation
    i. SCCJA Officer Number (SC Criminal Justice Academy)

Step 2. Review Icon Buttons

Icon Button Definitions:

Review eCitation Audit Log

Add the case, then clear the fields to enter a new case

Add the case, then go to the Case Manager

Add additional case parties and then create the case

Add the case, then go to payment processing

Clear the fields for entry of a new case

Create the case, then go to Person Bonds entry

Get next "Pending" citation for Court Agency (**new**)

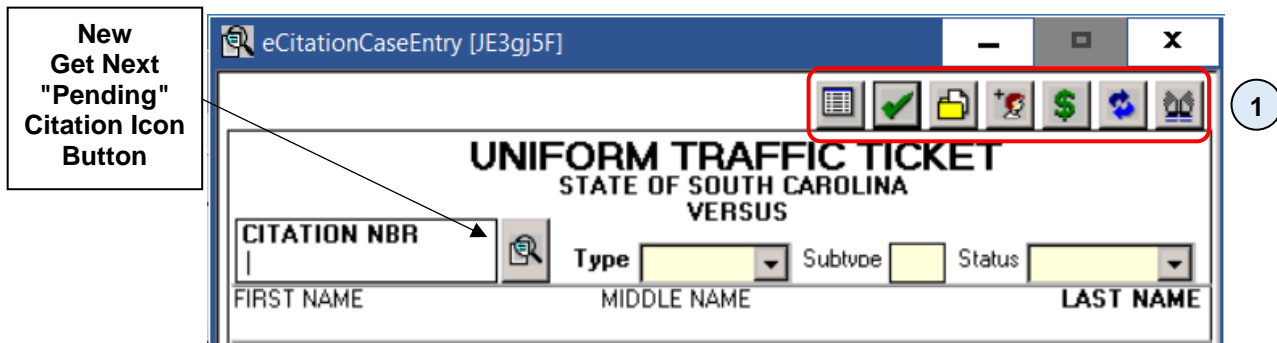Figure 1.4 – Partial View of **CMS eCitation Case Entry** Screen: Icon buttons located at top of screen

1. The **CMS eCitation Entry** screen contains the **standard icon buttons** currently supported by the existing **CMS Summary Traffic Entry** function as well as additional icon buttons providing access to the new **eCitation Entry Audit Log** and allowing a user to select the next pending citation.

Lesson 2: CMS eCitation Case Entry Process

This lesson provides instructions on how to enter data into the **CMS eCitation Case Entry** screen.

Lesson Objectives

❖ How to access **eCitation** from the **CMS Application Bar**.

❖ How to retrieve **DMV** data.

❖ Data validation.

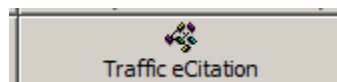## Step 1. Access CMS eCitation Case Entry

Figure 2.1 - Traffic eCitation

1. From the **Application Bar,** click the **Traffic eCitation** button.

Figure 2.2 - Partial View of **CMS eCitation Case Entry** Screen

2. When the **CMS eCitation Case Entry** window opens, enter the **Ticket#** from the printed or electronic version of the **UTT** into the **Citation Nbr** field and press the **TAB** key to tab out of the field.
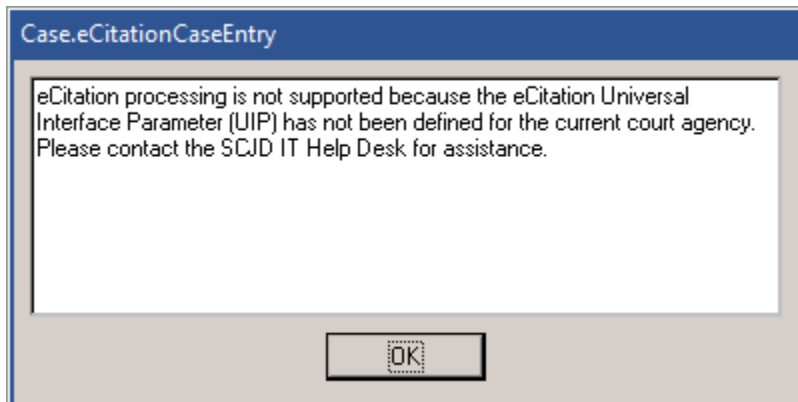
Figure 2.3 - **eCitation Case Entry Message**: Warning message that UIP is not defined for the current court agency

3. As soon as the user presses the **TAB** key, the system attempts to verify that a **CMS eCitation Universal Parameter** (**UIP**) exists for that court agency. If a **UIP** is not found, the message in **Figure 2.3** appears.
4. When the user clicks the **OK** button, the message disappears, the **CMS eCitation Case Entry** window closes, the entered citation number is cleared, and the user is returned to the **Application Bar** screen. Clearing the citation number and returning the user to the **Application Bar** assures that only **Court Agencies** setup for **eCitation** processing (through the **UIP**) can use this function for manual entry since a case cannot be created without a citation number.
5. If the **Court Agency** has an **eCitation UIP**, then tabbing out of the **Citation Nbr** field begins a process that loads a citation into the **CMS eCitation Case Entry** screen.
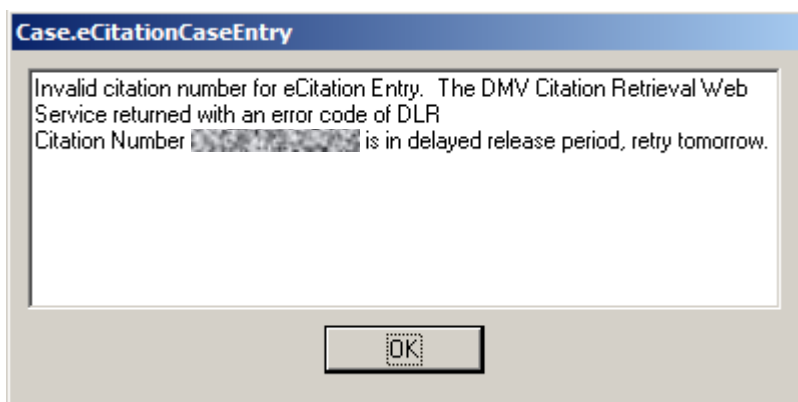6. If it has not been 24 hours since the citation was created, the user will receive the following error message:

Figure 2.4 - **eCitation Case Entry Message**: Delayed Release Period

The user needs to try to pull up the citation the next day.

Step 2. Retrieving DMV data

Figure 2.5 – **CMS eCitation Case Entry** Window: Prior to retrieving data

1. If the **Court Agency** has a valid **eCitation UIP** and the user enters the **Ticket#** from the printed or electronic version of the **UTT** into the **Citation Nbr** field and presses **TAB** to tab out of the field, then the **DMV** data retrieval web service process begins immediately.

2. The progress of the data retrieval process is reflected in the real-time status bar messages appearing in the lower right-hand corner of the screen in the "Process Status Bar". It may take a minute before the data is loaded.
   a. The **Citation Nbr (Ticket#)** value may disappear temporarily during the data retrieval process.

Note: If communication speeds are very fast, the changing text in the status bar may change so quickly a user may not be able to read it or may not even see it at all.

3. If no errors are encountered in accessing the **DMV** web service and the citation is found at the **DMV**, then the data for the requested citation is returned to **CMS** and displayed on the **CMS eCitation Case Entry** screen. Note: the **Citation Nbr** below is redacted and personal data has been modified.

Figure 2.6 – **CMS eCitation Case Entry** Window: Showing retrieved data

4. The following errors are possible when accessing the **DMV** web service:
    a. network related
    b. **DMV** web service availability issues
    c. security issues such as invalid user id or password on **eCitation UIP**
    d. invalid **Citation Nbr**, invalid **DMV ID**, delayed release period, etc.

5. If any of these errors occur, an appropriate message displays:
    a. for invalid citation number entries and invalid **DMV ID** errors
        i.   a user <u>will</u> <u>not</u> be allowed to proceed with the entry
        ii. an audit record will be created for the attempted entry
        iii. the entered citation number will be cleared to allow for a different citation number
    b. for other errors such as web service availability
        i.   a user will be allowed (if desired) to continue with a manual entry after acknowledging the displayed error message

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Note   The **DMV ID** is used to map the citation to a **CMS Law Enforcement** agency. It is passed from the **DMV** interface and does not appear on the **CMS eCitation Case Entry** screen.

Retrieving the Next Pending Citation

Figure 2.7 – Top Section of **CMS eCitation Case Entry** Window: Get Next "Pending" Citation for Court Agency Button

It is also possible for a user to access the <u>next</u> <u>available</u> <u>pending</u> citation by clicking the

Get next "Pending" citation for Court Agency 🔍 button located next to the **Citation Nbr** field (see figure above). The sort order of the next pending citation is based on its create time.

If the user retrieves the next pending citation and clicks the **Get next "Pending" citation for Court Agency** button again <u>without</u> having created a case from the previous citation, a warning message appears (see **Figure 2.8**).
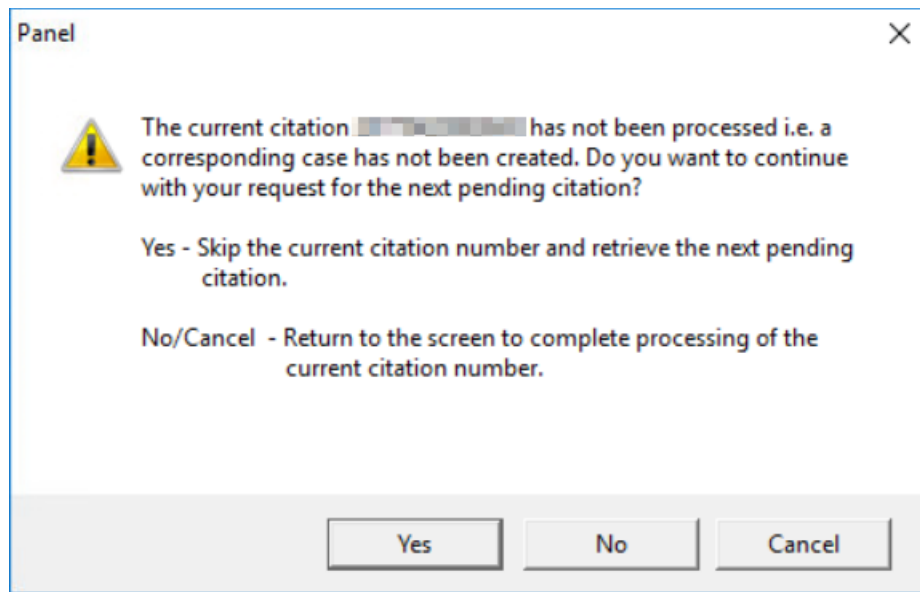

Figure 2.8 – Warning Message If User Has Not Created a Case From Existing Citation.

The user has the option to **skip** creating a case from the current citation number or returning to the **eCitation** screen and continuing to process the current citation. If the user decides to skip creating a case from the current citation, a record with a status of "Retrieved" is entered in the **eCitation Audit Tracking Log** to indicate that the citation was bypassed.

Note: Skipped citations are marked as "Delivered" by the **DMV** in order to process the next pending citation.

If the user decides to create a new case record from each citation retrieved from the drop-down list, he/she will be able to retrieve the next pending citation until all pending citations have been processed. A message of "no more data" or "record not found" appears once all available pending records have been processed (see **Figure 2.9**).
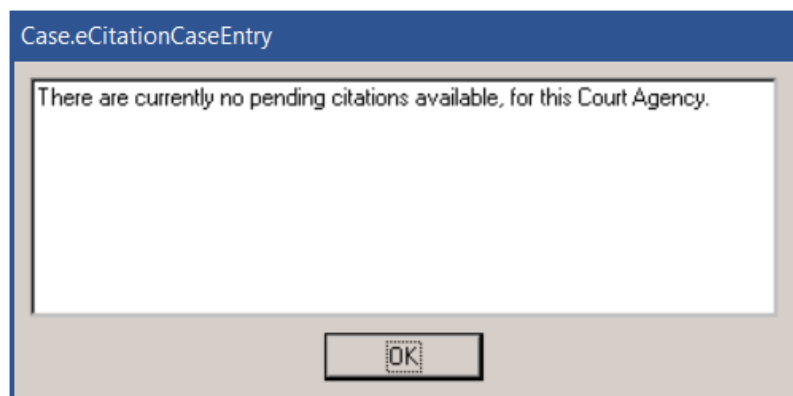

Figure 2.9 – Informational Message: No Pending Citations Available.

Step 3. Data validation

CMS data validation does not occur until the user attempts to create the **CMS** case by pressing one of the following icon buttons:

    Add the case, then clear the fields to enter a new case

    Add the case, then go to the Case Manager

    Add additional case parties and then create the case

    Add the case, then go to payment processing

    Create the case, then go to Person Bonds entry

However, if the user manually enters or changes data on the **CMS eCitation Case Entry** screen, these changes may be validated immediately when the user exits the modified field. All fields will be validated when one of the icon buttons above is selected and a case is created.

Validations performed in **CMS eCitation Case Entry** are, for the most part, the same as any performed currently in other **CMS Case Entry** screens and will not be reviewed in this document. There are several new validations that are designed specifically for **eCitations** that will be discussed.

Statute Driven Versus CDR Code Driven

CMS eCitation Case Entry is statute driven exclusively rather than "CDR" charge code driven, as is the case with **CMS Summary Criminal Traffic Entry**. The main reason for this is that **"CDR" charge codes** are internal codes used only in **CMS**.

When an **eCitation** record is retrieved from the **DMV**, its **Statute Code** is verified against the **CMS** database **Statute Codes**. Three scenarios are possible:

1. A single **CMS Charge "CDR" Code** is found to match the **Statute**.
2. Multiple **CMS Charge "CDR" Codes** are found to match the **Statute**.
3. No match is found for the **Statute**.

A Single CMS Charge "CDR" Code Is Found for the Statute

When a single **CMS Charge "CDR" Code** is found for the **Statute**, the charge code is stored internally for eventual case creation. The **CMS** "CDR" code **is not** displayed on the screen; only the **statute code** appears. This is to maintain a consistency with the **UTT** design.

Figure 2.10 – Partial View of **CMS eCitation Case Entry** Window: Single CMS "CDR" Charge Code found for statute

Additional information that is associated with the "CDR" Charge Code **is** displayed on the screen:

1. Statute/Charge Description
2. Court Appearance
3. Charge Amount

When the user clicks any of the icon buttons at the top of the screen that can lead to the creation of the case, no error messages related to **Statute/Charge** should appear in this scenario.

Multiple CMS Charge "CDR" Codes are Found to Match the Statute

If multiple Charge "CDR" codes exist in **CMS** for the statute retrieved from the **DMV** web service, the Statute code will display in red on the **CMS eCitation Case Entry** screen and the **Charge Amount** will be zeros. The **Charge Description** will temporarily display the charge description provided in the **DMV** citation data.

Figure 2.11 – Partial View of **CMS eCitation Case Entry** Window: Multiple Charge "CDR" Codes for a statute

If the user happens to click any of the case creation icon buttons before having a chance to select just a single **CMS** Charge "CDR" code (see next section), the following message appears:
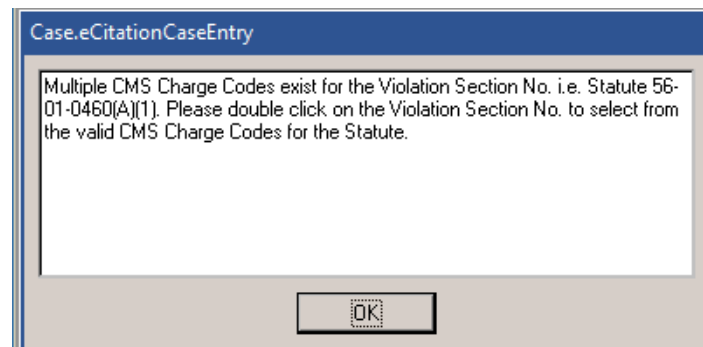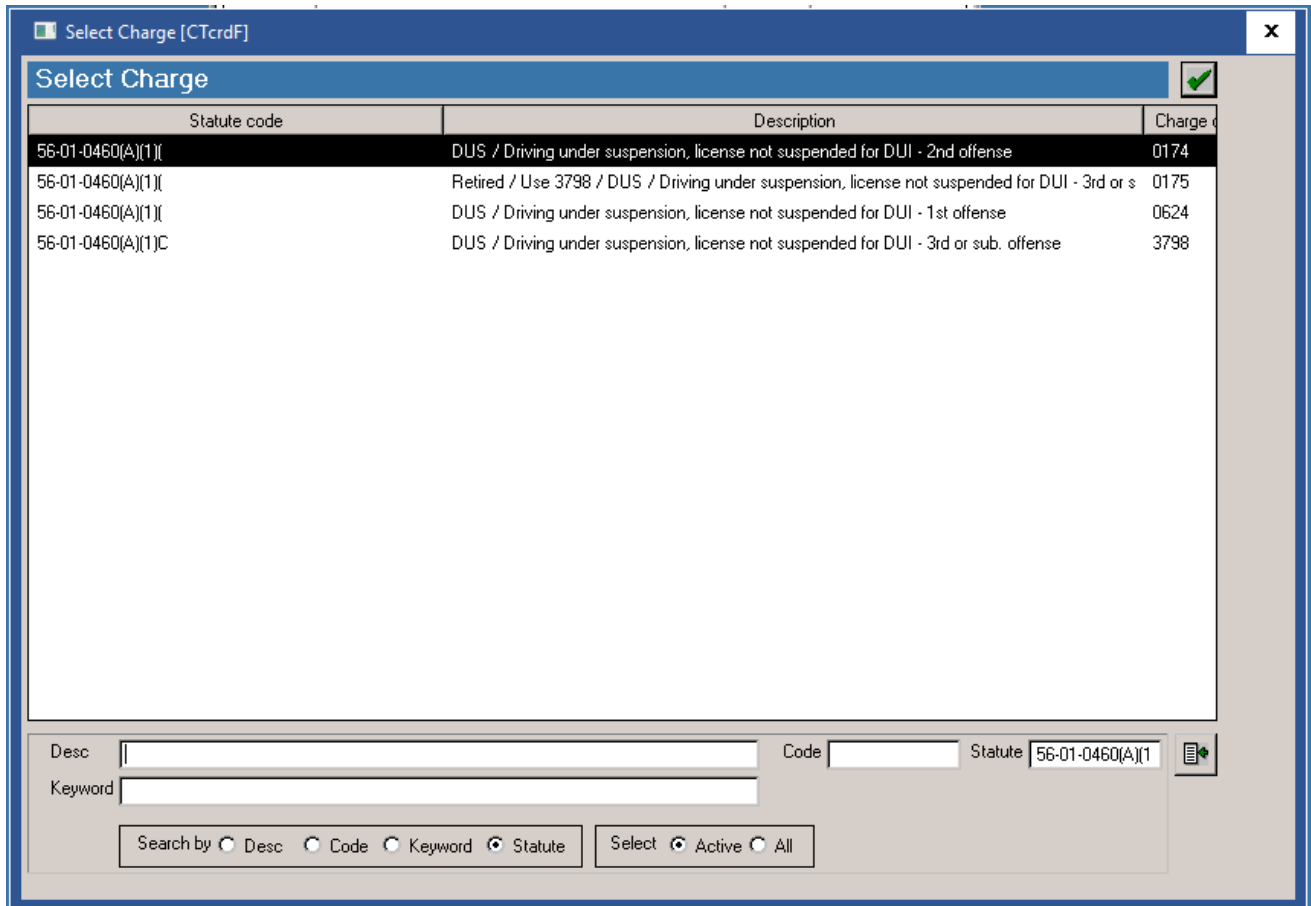
Figure 2.12 – Error Message: Multiple CMS "CDR" Charge Codes exist for a statute

The user needs to click the "OK" button and double-click in the *Violation Section No.* field on the **CMS eCitation Case Entry** screen to open the "Select Charge" window.

The window opens with a matching list of Statute Codes and their Charge Codes underlined.

The user highlights the correct **CMS Charge Code** record and clicks **Select** button to return to the **CMS eCitation Case Entry** screen.
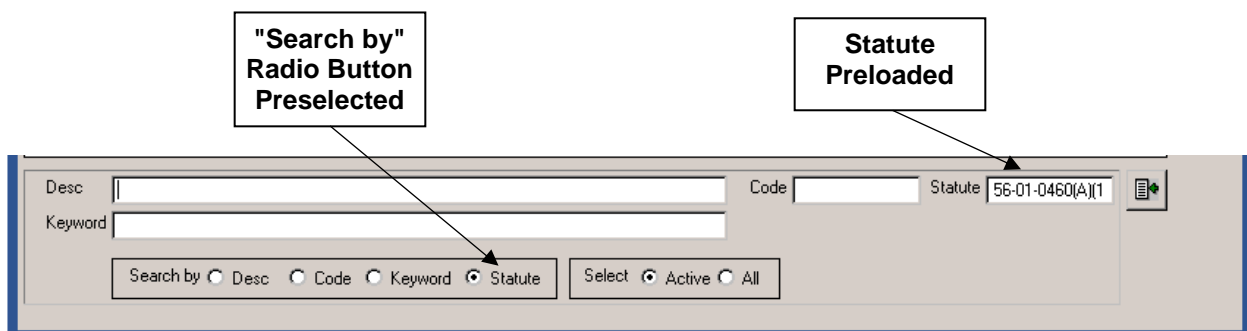

Figure 2.13 – **Select Charge** Window: Showing a matching list of statute codes and their "CDR" Charge Codes

Figure 2.14 – Partial View of **Select Charge** Window: Showing preloaded statute code and preselected statute radio button

Upon returning to the **CMS eCitation Case Entry** screen, the user will see that the temporary **DMV** description has been replaced with the **CMS** Charge "CDR" code description. Also, if applicable, the **Charge Amount** will be populated.

Figure 2.15 – Partial View of **CMS eCitation Case Entry** Window: A different multiple CDR Code selected

Note: Users can click in the **Violation description** field on the **CMS eCitation Case Entry** screen in order to see more of the charge description.

Example of extended Violation Description:

Figure 2.16a – Violation Section No. and Extended Description: Prior to User Clicking in Field

Figure 2.16b – Violation Section No. and Extended Description: After User Clicks in Field

No Match is Found for the Statute

If no match is found for the **DMV** Statute in the **CMS** Charge "CDR" code table, the Statute code will display in red on the **CMS eCitation Case Entry** screen and the **Charge Amount** will be zeros (just as it does if there are multiple **CMS** "CDR" Charge codes for a statute). The **Charge Description** will <u>temporarily</u> display the charge description provided in the **DMV** citation data.

Figure 2.17 – Partial View of **CMS eCitation Case Entry** Window: No matching statute in CMS

If the user happens to click any of the case creation icon buttons before having a chance to select just a single **CMS** Charge "CDR" code (see next section), the following message appears:

Figure 2.18 – Error Message: No matching statute exists for a DMV statute

The user needs to click the "OK" button and double-click in the *Violation Section No.* field on the **CMS eCitation Case Entry** screen to open the "Select Charge" window.

Figure 2.19 – **Select Charge** Window: "Desc" radio button preselected

Since there were no matches for the **Statute Code**, the search window will default to "Search by Description" mode. The user types a full or partial description in the "Desc" field and clicks the **Position to** [ ] button. Of course, this may be changed to any other search mode desired by the user. Once the desired **Charge Code** is found, the user highlights the **Charge Code** record and clicks the **Select** [ ] button to return to the **CMS eCitation Case Entry** screen.

Upon returning to the **CMS eCitation Case Entry** screen, the user will see that the temporary **DMV** description has been replaced with the Charge "CDR" code description. Also, if applicable, the **Charge Amount** will be populated.

Valid CMS Charge Description

Valid CDR Charge Code

Charge Amount

Figure 2.20 – Partial View of **CMS eCitation Case Entry** Window: New violation code and description

Lesson 3: eCitation Case Creation

This lesson discusses how to create an **eCitation** case once all the data has been retrieved from the **DMV**.

Lesson Objectives

❖ How to create an **eCitation** case from the **CMS eCitation Case Entry** screen.

Step 1. Create an eCitation Case

From the **CMS eCitation Case Entry** screen select one of the icon buttons shown below (see blue arrows) to create a CMS case. The most commonly used button would be the **Add the case, then clear the fields to enter a new case** ✔ button.
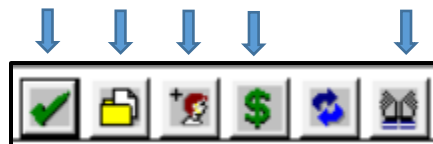
Figure 3.1 – Icon buttons available to create a CMS case

Figure 3.2 – Case Manager Window: CMS case created and displayed in Case Manager (case number redacted)

Lesson 4: eCitation Audit Tracking

This lesson discusses how to use the **eCitation Audit Tracking** processes.

Lesson Objectives

❖ Purpose of **eCitation Audit Tracking**.

❖ How to access **eCitation Audit Tracking**.

❖ How to use **eCitation Audit Log Tracking.**

Step 1. Purpose of eCitation Audit Tracking

The audit tracking of **eCitation** entries provides an audit trail of all activity related to **eCitation** processing. Each **DMV** request for a citation is logged as are updates to that citation up through the actual case creation of the citation.

Step 2. How to Access eCitation Audit Tracking

From the **CMS eCitation Case Entry** screen click **Review eCitation Audit Log** 🔳
button to launch the **Audit Log Display** window.
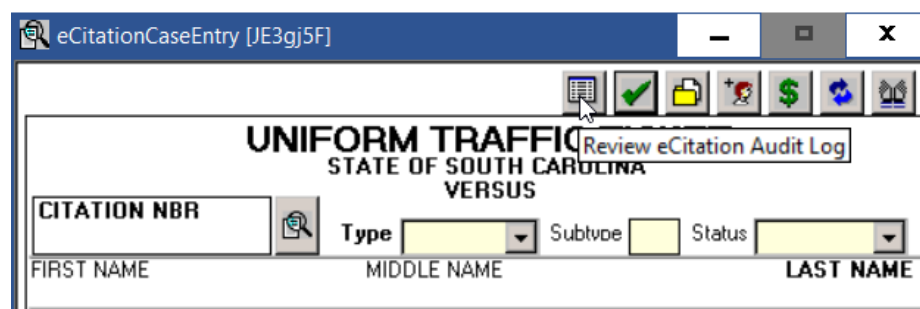
Figure 4.1 – Partial View of **CMS eCitation Case Entry** Screen: **Review eCitation Audit Log** button

Step 3. eCitation Audit Log Tracking

Figure 4.2 – **eCitation Audit Log** Display

1. The **eCitation Audit Log** display allows the user to search for any initiated eCitation transaction using any combination of **Citation Number** (**1a**), **Status** (**1b**), **Error Type** (**1c**), **Creation Date** (**1d**), and **Creation User** (**1e**).

2. Users have the option of viewing an **eCitation** transaction which has "Processed" and is now a **CMS** case by highlighting the audit log record and pressing the **View Case in Case Manager** button (**2a**), or they can view the **eCitation** data on the **CMS eCitation Entry Screen** again in read-only mode by highlighting the record and pressing the **eCitation Entry/Display for selected** button (**2b**).

Figure 4.3 – **CMS eCitation Case Entry** Screen in Display Mode with Personal Information Redacted

3. The only icon buttons still enabled on the **CMS eCitation Entry** screen in the read-only mode are the **Retrieve eCitation Audit Log** 📋 button and the **Clear fields for entry of a new case** 🔄 button (see **Figure 4.4**).

Figure 4.4 – Only two enabled icon buttons in **Read-Only** mode on **CMS eCitation Entry** screen

Note: A copy of the data string that was stored as part of the **eCitation** audit record is used to populate the display screen. The **DMV** interface is not accessed again, nor is the current case record stored in the **CMS** database retrieved. So, it is possible that if the user were to compare data on the **CMS eCitation Case Entry** screen with data that appears on the **CMS Case Manager** screen that the two may not match. The audit data string is a "snapshot" of the citation at the time it was retrieved from the **DMV** to **CMS** to become a case and contains no adjustments or updates made since that time.

4. Users have the option to view and reprocess a citation if the citation status is "Retrieved". Highlighting the audit record to reprocess and clicking the **eCitation Entry/Display for selected** button returns the user to the **CMS eCitation Case Entry** screen where the **DMV** data for that citation is re-retrieved and reloaded to the screen just as if it were the initial request.

Table 1: *eCitation | eCitation Audit Log Tracking | Processing Status*

Retrieved	**DMV** data was retrieved successfully but the user did not follow through with the creation of the case. This status may also indicate that the user decided to skip creating a case out of this citation in order to retrieve the next pending citation.
Processed	**DMV** data was retrieved successfully, and the **CMS** case was created.
Manually Processed	**DMV** data could not be retrieved but the case was entered manually.
Error	An error occurred that prevented automatic or manual case creation. (See **Table 2** for possible error messages.)

Table 2: *eCitation | eCitation Audit Log Tracking | Error Messages*

Citation Not Found	The entered citation number was not found in the **DMV** database.
DMV Delivered Update Failed	Case was created but CMS was not able to set the status to "Delivered" on the **DMV** database record.
Delayed Release Period, Retry Tomorrow	Citation submitted to DMV is not available for the first 24 hours (Delayed Release Period). Try again tomorrow.
Data Retrieval	Data could not be retrieved due to security issues, URL definition, or service availability issues.
Invalid DMV ID	Not a valid **DMV ID** defined for a **CMS** Arresting Agency.
Invalid Statute	The statute code coming from the **DMV** is not defined in **CMS.**

Notes

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